

M e m o r a n d u m

To: Panel Members Date: August 27, 2004

From: Ruby Cohen, Manager Analyst: R. Hernandez

Subject: ONE-STEP AGREEMENT FOR **WORLDWIDE EDUCATIONAL SERVICES OF CALIFORNIA**

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Job Creation: Training Of Unemployed Workers
SET-HUA as on Training Plan
- Legislative Priorities: Displaced/Potentially Displaced Workers
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- ETP Trainees Represented by Union: No
- Name and Local Number of Union
Representing ETP Trainees: N/A

CONTRACT:

- Program Costs: \$241,971
- Substantial Contribution: \$0
- Multiple Employer Support (8%) \$15,462
- Total ETP Funding: \$257,433
- Total In-kind Contribution: \$128,716
 - *Trainee Wages Paid During Training:* \$0
 - *Other Contributions:* \$128,716
 - *Maximum Contractor Charge to Participating Employers:* \$0 Per Trainee
- Reimbursement Method: Negotiated
- County(ies) Served: Alameda, Contra Costa, San Joaquin, Santa Cruz, Solano, Stanislaus

INTRODUCTION:

This will be the ninth ETP Agreement with this entity. Incorporated in 1976, Worldwide Educational Services (WES) of California is a private training provider headquartered in Concord, California. The WES is approved by the Bureau for Private Postsecondary and Vocational Education to provide training in office skills, computer skills, and electronic skills. The school maintains its headquarters and training facilities in Concord, with additional training sites in Pittsburg, San Pablo, Stockton, Modesto, Vallejo, and Watsonville.

Worldwide Educational Services is eligible to contract with ETP under California Unemployment Insurance Code 10205(c)(2) as a training agency. The applicant requests to use Panel funds under two funding categories: (1) Thirty-six individuals who are receiving unemployment insurance benefits or recent exhaustees under standard new-hire funding; and (2) Eighteen unemployed individuals under Title 22, California Code of Regulations (CCR), Section 4409, Special Employment Training (SET) Projects, (a) (5) which states, in part, the Panel may allocate training funds for SET frontline workers in High Unemployment Areas (HUA) of the State.

MEETING ETP GOALS AND OBJECTIVES:

WES proposes training that will further the following ETP goals and objectives:

- 1) Target available Economic Development funds for training and employment in secure jobs for unemployed workers in occupations where employer demand exists.
- 2) Target available training funds for workers in high unemployment areas.

TRAINING PLAN TABLE:

Grp/Trainee Type	Types Of Training	No. Retain	No. Class/Lab Videocnf. Hrs.	No. CBT Hrs.	Cost Per Trainee	Hourly Wage After 90 Days
New Hire Jobs 1 – 5	Business Skills Computer Skills	24	210 – 390	0	\$3,036 – \$5,639	*\$9.13 – \$16.00
Jobs 6 – 8	Commercial Skills Computer Skills	12	240 – 390	0	\$3,508 – \$5,701	*\$9.13 – \$16.00
SET HUA Jobs 9 – 12	Business Skills Computer Skills Literacy Skills	10	270 – 390	0	\$3,958 – \$5,734	*\$9.13 – \$13.00
Jobs 13 - 15	Computer Skills Commercial Skills Literacy Skills	8	240 – 390	0	\$3,552 – \$5,772	*\$9.13 – \$13.00
					<u>Prevalent Hourly Wage</u>	
					*\$9.13	
					<u>Average Cost Per Trainee</u>	
					\$4,599	
<u>Health Benefits Used To Meet ETP Minimum Wage:</u>					<u>Turnover Rate</u>	<u>% Of Mgrs & Supervisors To Be Trained:</u>
*Health benefits may be added to the base wage to meet the ETP minimum hourly wage requirements of \$10.15 for Contra Costa and Alameda County, and \$9.13 for all other Counties.					20%	0%
<u>Other Employee Benefits:</u>						
Varies by participating employer						

COMMENTS / ISSUES:

➤ **Frontline Workers**

All participants in this project meet the Panel definition of frontline workers under Title 22 CCR, Section 4400(ee).

➤ ***Production During Training***

The proposed Contractor agrees that during ETP-funded training hours, trainees will not produce products or provide services which will ultimately be sold.

➤ ***High Training Costs***

The Panel's policy for Multiple Employer Contracts (MECs) requires that when the requested per trainee cost is more than double the ETP average cost (more than \$3,078 per trainee), the Multiple Employer contractor must provide evidence to justify the high cost.

In the prior Agreement (ET03-0147), Panel staff found that WES's catalog rates were less than the ETP fixed fee rate. The hourly catalog rates were between \$8.21 to \$11.67 per hour. Worldwide Educational Services' current catalog rates for Medical Front Office, Accounting /Bookkeeping Clerk, and Telecommunications/Broadband/Electronics training remain the same. According to WES officials, the ETP curriculum is more concentrated and customized, utilizes components from multiple course outlines, and includes a series of higher level modules that respond to industry needs, which are not included in the catalog prices. Additionally, for SET-HUA trainees in Jobs 9 through 15, trainees will receive literacy skills training which will not exceed 45 percent of the total vocational training hours. These courses, Workplace Literacy and Workplace Computer Literacy, are included in their catalog rate at \$15 per hour and, therefore, the cost per hour is higher.

Based on these findings, staff recommends that the Panel approve the same negotiated rate used in the prior Agreement (\$13.59 to \$13.91 per hour) due to the customization of this training program, plus the allowable eight percent support costs, and fund the training programs as follows:

Medical Assistant/Medical Front Office: \$4,347 - \$5,651

Bookkeeper, Account Clerk: \$3,036 - \$5,639

Telecommunications/Broadband/Electronics - \$3,508 - \$5,701

SET - Medical Assistant I/Medical Front Office - \$4,411 - \$5,734

SET - Bookkeeper, Account Clerk - \$3,958 - \$5,718

SET - Telecommunications/Broadband/Electronics - \$3,552 - \$5,772.

COMMENTS / ISSUES: (continued)

WES's justification for this high cost is based on two factors: (1) the potential salary increases associated with the targeted industries, and; (2) the long-term, relatively high degree of upward career mobility available to successful trainees/employees. Traditionally, WES has performed longitudinal studies on former trainees during the 18 to 36 months following the completion of training. The studies, according to WES, indicate trainees' wages increase by 25 percent (\$13.13) to 35 percent (\$14.18) in these industries. Panel staff conducted its own research and determined that trainees' wages 18 months following the completion of training increased by 25 percent.

WES has also tracked career mobility. The tracking indicates telecommunication installers are regularly promoted to supervisor/manager or higher levels of engineering applications; medical front office assistants are promoted to office manager or department supervisor depending on the size of the firm; and financial office assistants advance to office manager or financial products supervisor positions.

➤ ***Training in Areas of High Unemployment***

Based on recent Employment Development Department (EDD) figures, the unemployment rates in San Joaquin, Stanislaus, and Santa Cruz Counties were 11.3, 12.4, and 10.4 percent respectively, while the statewide rate is 6.7 percent. In addition, based on Labor Market Information Division (LMID) and census data information, the cities of Richmond and San Pablo are definable areas with an unemployment rate at least 25 percent higher than the State average. WES is not requesting a wage waiver for trainees employed in High Unemployment areas.

➤ ***Funding Amount***

The applicant's initial request for funding was for \$749,700 and 150 trainees. Panel records for the current WES Agreement (ET03-0147), indicate \$348,075 earned. The Contractor is in the process of submitting invoices for final placements. Based on ETP records, staff recommends an initial funding amount of \$257,433 for 54 trainees. Once additional monies are earned and funds are available, WES may request an Amendment to increase the funding amount.

PROPOSED ACTION:

Staff recommends that the Panel:

- (1) approve the negotiated rate, \$13.59 to \$13.91, due to the customization of the training program, and
- (2) approve this Agreement if funding is available and the project meets the Panel priorities.

NARRATIVE:

This training program will target three industry groups: medical, financial product services, and telecommunications/broadband/electronics. Trainees in the medical industries program will receive Medical Assistant training and be placed and retained as a medical administrative assistant, medical front office staff, or medical billing/coding clerk. Trainees in the financial product services program will be trained, placed, and retained as a payroll/billing clerk, loan processor/coordinator, bookkeeper, or accounts payable/receivable clerk. Trainees in the telecommunications/broadband/electronics training program will be placed and retained as broadband/cable installer/maintenance, satellite installer electronic assembler, electronic/appliance service technician, electronic tester/quality control, and satellite installer. Each of the training programs has a range of hours depending on the individual's skill level.

Medical Assistant Training: Trainees in Jobs #1, #2, #9, and #10, will receive a menu curriculum consisting of either 300 or 390 hours of training. Topics to be taught include the following: Overview medical/health industry, systems administration and networking, procedures/operations support, document formatting and editing, accounting and billing cycle, records management, and patient/industry customer relations. Participants will be trained, placed, and retained as Medical Administrative Assistant, Medical Front Office, or Medical Billing/Coding staff.

Financial Product Services: Trainees in Jobs #3, #4, #5, #11, and #12, will receive a menu curriculum consisting of 210, 270, or 390 hours of training. Topics to be taught include the following: overview – financial product services, systems administration, procedures/operations support, document formatting and editing, accounting and billing cycle, records management, and product support/ product oriented client relations. Participants will be trained, placed, and retained as Payroll/Billing Clerk, Loan Processor/Coordinator, Bookkeeper, and Accounts Payable/Receivable Clerk.

Telecommunications/Broadband/Electronics: Trainees in Jobs #6, #7, #8, #13, #14, and #15, will receive a menu curriculum consisting of either 240, 300 or 390 hours of training. Topics to be taught include the following: Overview – Communication Electronics, Electronic Theory, AC/DC Power Supplies, Digital Theory and Application, Transmission/Receivers, Mobile Electronics, Signal Transmission, Mechanical – Physical Considerations, Security Systems, Systems Administration and Networking, and Product Support/Customer Service.

Literacy Skills: Trainees in Jobs #9 through #15, designated as SET HUA trainees, will also receive literacy skills training which will not exceed 45 percent of the total vocational training hours. This training includes hardware/software interface, workplace literacy, and workplace computer literacy. Participants requiring literacy skills have multiple barriers to employment such as learning difficulties, low skills, and language barriers with English as a second language.

Worldwide will provide all contract administration. The recruitment plan used by WES has been used since 1990. Unemployed individuals will be recruited through local Employment Development Department Offices, WES Website, newspaper advertisements, referrals from One Stops/community based organizations (Workforce Investment Act), and referrals from local small business employers who have interviewed potential employees.

NARRATIVE: (continued)

Employer Demand

The marketing plan for WES focuses and targets three specific industries: medical, financial products services, and telecommunications/broadband/electronics. On a quarterly basis, staff reviews listings of new companies (emphasizing small businesses) using information provided through Economic Development Departments of each county, Chambers of Commerce membership listings, Rich's Directory of Employers, trade/business publications, as well as internet based searches of regional business sector updates. An information package is sent out to each business in the targeted industry and then WES staff follows-up with a phone call or personal visit.

The proposed curriculum was developed in response to the needs of employers in the medical, financial products, and telecommunications/broadband/electronics industries. Worldwide staff determined that these industries represent growth areas and also represent industries in need of skilled employees. This determination is based on a needs assessment conducted by WES staff. The assessment covered current and future employment needs, reviewed existing and/or proposed curriculum, and emphasized employer curriculum requirements. In addition to the needs assessment, a group of employer advisors provide curriculum review on a regular basis.

The customized curriculum has been developed using input from the employer advisory group and the needs assessment. The curriculum includes specific concentrations for each industry, customized computer applications, industry terminology, and industry standard processes defined by participating employers. The curriculum also contains workplace simulations, which replicates the conditions and problem solving situations encountered by employees in each industry. Employers also provide continuous feedback through on-site visits, class presentations, and interviews.

Employer Commitment to Training for New Hires

After completion of training and during the employment retention period, participating employers will provide additional training. The customized training provided to newly hired employees includes orientation, company policies and procedures, business practices, and standards of operation. Based on the core group, the initial participating employers will contribute approximately \$97,632 for trainee wages paid during this additional training period within the employment retention period. WES expects the employer contribution to increase to \$128,716 with the inclusion of additional participating employers.

SUBCONTRACTORS:

None

THIRD PARTY SERVICES:

None

PRIOR PROJECTS:

The following are completed project statistics for ETP Agreements with this Contractor within the last five years:

PRIOR PROJECTS						
Agreement Number	Location (City)	Term	Amount Earned		Planned In-kind Contribution	Reported In-kind Contribution
			\$	%		
ET01-0117	Statewide	11/07/00 - 11/06/02	\$512,746	52%	\$289,489	\$345,150
ET9-0905	Statewide	11/03/98 - 11/02/00	\$594,245	49%	*	*

*In-Kind information not required and/or captured during this Agreement term.

The ET9-0905 Agreement was not as successful because WES overestimated the number of trainees to be trained and placed.

The ET01-0117 Agreement was not as successful as anticipated due to the fact that the beginning term date of the contract coincided with an overall decline in the economy and the severe disruption in the economy after September 11, 2001. In order to improve its performance, WES reduced the number of trainees to be placed and retained by 34 percent in the current Agreement.

ACTIVE PROJECTS:

The following are current project statistics:

ACTIVE PROJECTS						
Agreement Number	Agreement Amount	Term	Planned Number To Be Retained	Number Enrolled	Number Completed Training	Number Retained For 90 Days
ET03-0147	\$714,137	09/03/02 – 09/02/04	138	190	178	67

Based on ETP records to date, 67 trainees have been placed. However, the Contractor reports that 178 trainees have completed training, 124 have been placed in jobs, and 82 have completed their 90-day retention period. The Contractor anticipates an 86 percent completion rate.

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM
MEDICAL / HEALTH INDUSTRY

Job 1 & 9 - 300 hours

Job 2 & 10 - 390 hours

1. Overview – Medical / Health Industry
 - A. Health Maintenance Organization (HMO) / Personal Physician Organization (PPO) Environment
 - B. Terminology
 - C. Applications / Major Concentrations
 - D. Employee duties / Safety Considerations
2. Systems Administration and Networking
 - A. Customized software review
 - B. Software applications
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
3. Procedures / Operations Support
 - A. Medical Front Office Procedures / Office Practices
 - B. Software Concentrations incl. Medisoft or equiv.
 - C. Website development incl. html, Java
 - D. Localized e-mail / Internet
 - E. Patient Scheduling / Tracking
4. Document Formatting and Editing
 - A. Outlines and Medical Office Master Documents
 - B. Patient Histories - Templates, Autotext
 - C. Insurance Formats / Versioning / Tracking
 - D. Medical Transcription
 - E. Creating and manipulating forms
5. Operations Support - Accounting & Billing Cycle
 - A. Health Maintenance Organization (HMO) / Personal Physician Organization (PPO) Systemst
 - B. Customized Journals / Electronic Payroll
 - C. Medical Billing Systems
 - D. Medical Coding
 - E. Medical Office Bookkeeping / Uncollectible Account Receivables (AR's)

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (continued)
MEDICAL / HEALTH INDUSTRY

- 6. Records Management
 - A. Patient Histories, Templates, Hyperlinks
 - B. Data entry and analysis / Data Tables
 - C. Patient Filing and Retrieval Systems
 - D. Maintaining Patient Data
 - E. Data storage / data base systems
- 7. Patient / Industry Customer Relations
 - A. Telephone support/Interoffice communications
 - B. Patient Relations
 - C. Internet / Website Development
- *8. Hardware / Software Interface
 - A. Personal Computer (PC) hardware, components and tools
 - B. Peripheral hardware / Personal Computer (PC) devices
 - C. Equipment Safety Considerations
 - D. Operating Systems Disk Operating System (DOS)/Windows/Macintosh
- *9. Workplace Literacy - Contextual Skills Review (SET/HUA Jobs 9 & 10)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *10. Workplace Computer literacy (SET/HUA Jobs 9 & 10)
 - A. Industry computer functions/components/peripherals
 - B. Intro to Wordprocessing Microsoft (MS) Word, MS Outlook, Data Entry, Keyboarding)
 - C. Spreadsheets (Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
 - D. Information manipulation

*Modules 8, 9 and 10 may not exceed 45 percent of the total training hours.

BUSINESS SKILLS

HMO / PPO Environment
Terminology
Employee duties / Safety Considerations
Medical Front Office Procedures / Office Practices
Patient Scheduling / Tracking
HMO / PPO Systems
Patient Filing and Retrieval Systems
Telephone support/Interoffice communications
Patient Relations

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (continued)
MEDICAL / HEALTH INDUSTRY

COMPUTER SKILLS

Applications / Major Concentration
Customized software review
Software applications
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools
Software Concentrations incl. Medisoft or equiv.
Localized e-mail / Internet
Outlines and Medical Office Master Documents
Patient Histories - Templates, Autotext
Insurance Formats / Versioning / Tracking
Medical Transcription
Creating and manipulating forms
Customized Journals / Electronic Payroll
Medical Billing Systems
Medical Coding
Medical Office Bookkeeping / Uncollectible
Patient Histories, Templates, Hyperlinks
Data entry and analysis / Data Tables
Maintaining Patient Data
Data storage / data base systems
Internet / Website Development
*PC hardware, components and tools
*Peripheral hardware / PC devices
*Equipment Safety Considerations
*Operating Systems DOS/Windows/Macintosh

LITERACY SKILLS

*Business / Industry math / reading comprehension
*Business / Industry Written / Oral communication
*Industry computer functions/components/peripherals
*Intro to Wordprocessing
(MS Word, MS Outlook, Data Entry, Keyboarding)
*Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
*Information manipulation

*Modules may not exceed 45 percent of the total training hours

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (continued)
FINANCIAL PRODUCT SERVICES INDUSTRY

Job 3 - 210 hours
Job 4 & 11 - 270 hours
Job 5 & 12 - 390 hours

1. Overview –Financial Product Services Industries
 - A. Types of Financial Products incl.Outsourcing
(insurance, real estate / title, tax services etc.)
 - B. Substantive Accounting Regulations
 - C. Financial Product Focus
 - D. Applications / Major Concentrations
2. Systems Administration
 - A. Customized software review
 - B. Software applications – Data / Text
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
3. Procedures / Operations Support
 - A. Financial Products Office Procedures
 - B. Industry Practices / Background Research
 - C. Software Concentrations and compatability
 - D. Website development including html, Java
 - E. Localized e-mail / Internet
 - F. Client Scheduling / Tracking
4. Document Formatting and Editing
 - A. Outlines and Master Documents
 - B. Templates, Autotext, Macros, Autoformat
 - C. Working with Tables / Creating Indexes
 - D. Creating, completing and manipulating forms
5. Operations Support - Accounting & Billing Cycle
 - A. Cash Control Systems
 - B. Customized Journals / Electronic Payroll
 - C. Accounting Control Systems / Inventory Control
 - D. Computerized Billing Cycle / Uncollectible AR's
 - E. Partnership / Corporate Accounting / Bookkeeping
 - F. Budgeting and Forecasting

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (continued)
FINANCIAL SERVICES INDUSTRY

- 6. Records Management
 - A. Templates, Data Tables, Hyperlinks
 - B. Data entry and Analysis
 - C. Filing systems and Document Retrieval
 - D. 3-D referencing/Absolute/Relative cell referencing
 - E. Data storage / data base systems
- 7. Product Support / Product oriented Client Relations
 - A. Telephone support/Interoffice communications
 - B. Product oriented Client Relations
 - C. Internet / Website Development
- *8. Hardware / Software Interface
 - A. PC hardware, components and tools
 - B. Peripheral hardware / devices
 - C. Safety Considerations
 - D. Operating Systems DOS/Windows / Macintosh
- *9. Workplace Literacy - Contextual Skills Review (SET/HUA Jobs 11 & 12)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *10. Workplace Computer literacy (SET/HUA Jobs 11 & 12)
 - A. Industry computer functions/components/peripherals
 - B. Intro to Wordprocessing (MS Word, MS Outlook, Data Entry, Keyboarding)
 - C. Spreadsheets (Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
 - D. Information manipulation

*Modules 8, 9 and 10 may not exceed 45 percent of the total training hours.

BUSINESS SKILLS

Types of Financial Products incl.Outsourcing
(insurance, real estate / title, tax services etc.)

Substantive Accounting Regulations

Financial Product Focus

Financial Products Office Procedures

Industry Practices / Background Research

Client Scheduling / Tracking

Cash Control Systems

Filing systems and Document Retrieval

WORLDWIDE EDUCATIONAL SERVICES

MENU CURRICULUM (continued)
FINANCIAL SERVICES INDUSTRY

BUSINESS SKILLS (continued)

Telephone support/interoffice communications
Product oriented Client Records

COMPUTER SKILLS

Applications /Major Concentrations
Customized software review
Software applications – Data / Text
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools
Software Concentration and compatability
Localized e-mail / Internet
Outlines and Master Documents
Templates, Autotext, Macros, Autoformat
Working with Tables / Creating Indexes
Creating, completing and manipulating forms
Customized Journals / Electronic Payroll
Accounting Control Systems / Inventory Control
Computerized Billing Cycle / Uncollectible AR's
Partnership / Corporate Accounting / Bookkeeping
Budgeting and Forecasting
Templates, Data Tables, Hyperlinks
Data entry and Analysis
3-D referencing/Absolute/Relative cell referencing
Data storage / data base systems
Internet / Website Development
*PC hardware, components and tools
*Peripheral hardware / devices
*Safety Considerations
*Operating Systems DOS/Windows / Macintosh

LITERACY SKILLS

*Business / Industry math / reading comprehension
*Business / Industry Written / Oral communication
*Industry computer functions/components/peripherals
*Intro to Wordprocessing
(MS Word, MS Outlook, Data Entry, Keyboarding)
*Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
*Information manipulation

*Modules may not exceed 45 percent of the total training hours

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONICS INDUSTRY

Job 6 & 13, 240 hours,
Job 7 & 14, 300 hours,
Job 8 & 15, 390 hours

1. Overview – Communications Electronics
 - A. Systems, History
 - B. Broadband Products / Terminology
 - C. Applications / Major Concentrations
2. Electronic Theory
 - A. Technician Duties
 - B. Tools/Safety Considerations
 - C. Electronic Theory / Ohm's Law
 - D. Circuitry / Resistors
3. AC/DC / Power Supplies
 - A. Cells, Batteries, Rectifiers
 - B. Generating AC
 - C. Sine Wave and Relationships
 - D. Test Equipment / Usage – Oscilloscopes/VOM/Probes
4. Digital Theory and Application
 - A. Number Systems / Applications
 - B. Logic Gates / Nor/Nand Gates
 - C. Operational Amplifiers
5. Transmission / Receivers
 - A. Single band transmission / Receiver
 - B. Digital applications
 - C. CAT – 3 & CAT – 5
6. Mobile Electronics
 - A. Components/Tools/Troubleshooting
 - B. Audio transmission / Interference/Testing
 - C. Cellular/Components/Installation/Transmission
 - D. Security Systems/Components/Closed System
7. Signal Transmission
 - A. Receivers – TV/VCR/Tuners
 - B. Audio amplifications/signal levels
 - C. Fiber optics

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONICS INDUSTRY

- 8. Mechanical / Physical Considerations
 - A. Tools / Safety
 - B. Components – CAT 3 & CAT 5 / Co axial cable
 - C. Above ground / Below ground installation
 - D. Trouble shooting – diagnostic techniques/signal
 - E. Failures/meter reading
- 9. Security Systems
 - A. Types of systems/installation
 - B. Components – sensors / controls
- 10. Systems Administration and Networking
 - A. Customized software review
 - B. Software applications
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
- 11. Product Support / Customer Service
 - A. Telephone support/Internet
 - B. Public Relations
 - C. Technician responsibilities
 - D. Scheduling
- *12. Hardware / Software Integration
 - A. PC hardware, components and tools
 - B. Peripheral hardware / devices
 - C. Equipment Safety Considerations
 - D. Operating Systems DOS/Windows/Macintosh
 - E. Software applications / diagnostic tools
- *13. Workplace Literacy - Contextual Skills Review (SET / HUA Jobs 13 & 14)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *14. Workplace Computer literacy (SET / HUA Jobs 13 & 14)
 - A. Industry computer functions/components/peripherals
 - B. Intro word processing / spreadsheets
 - C. Information manipulation

*Modules 12, 13, and 14 may not exceed 45 percent of the total training hours

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONIC INDUSTRY

COMMERCIAL SKILLS

Systems, History
Broadband Products / Terminology
Applications / Major Concentrations
Technician Duties
Tools/Safety Considerations
Electronic Theory / Ohm's Law
Circuitry / Resistors
Cells, Batteries, Rectifiers
Generating AC
Sine Wave and Relationships
Test Equipment / Usage – Oscilloscopes/VOM/Probes
Number Systems / Applications
Logic Gates / Nor/Nand Gates
Operational Amplifiers
Single band transmission / Receiver
Digital applications
CAT – 3 & CAT – 5
Tools / Safety
Components – CAT 3 & CAT 5 / Co axial cable
Above ground / Below ground installation
Trouble shooting – diagnostic techniques/signal
Failures/meter reading
Public Relations
Technician responsibilities
Scheduling

COMPUTER SKILLS

Components/Tools/Troubleshooting
Audio transmission / Interference/Testing
Cellular/Components/Installation/Transmission
Security Systems/Components/Closed System
Receivers – TV/VCR/Tuners
Audio amplifications/signal levels
Fiber optics
Types of systems/installation
Components – sensors / controls
Customized software review
Software applications
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools

WORLDWIDE EDUCATIONAL SERVICES
MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONICS INDUSTRY

COMPUTER SKILLS (continued)

- Telephone support/Internet
- *PC hardware, components and tools
- *Peripheral hardware / devices
- *Equipment Safety Considerations
- *Operating Systems DOS/Windows/Macintosh
- *Software applications / diagnostic tools

LITERACY SKILLS

- *Business / Industry math / reading comprehension
- *Business / Industry Written / Oral communication
- *Industry computer functions/components/peripherals
- *Intro word processing / spreadsheets
- *Information manipulation

*Modules may not exceed 45 percent of the total training hours.

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

CCG No.: ET05-0161

Reference

No: 04-0339

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PRINT OR TYPE

Company:

Address:

City, State, Zip:

Contact Person/Title:

Telephone No.:

Collective Bargaining Agreement(s):

Estimated # of employees to be retrained or hired under this Agreement:

Total # of full-time company employees worldwide:

Total # of full-time company employees in California:

Company: Bank of America

Address: 1850 Gateway Blvd. 3rd Floor

City, State, Zip: Concord, CA 94520

Contact Person/Title: Krista Valley, Manager

Telephone No.: 925.675.7644

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 100,000+

Total # of full-time company employees in California: 500+

Company: Bay Alarm

Address: 60 Berry Drive

City, State, Zip: Pacheco, CA 94553

Contact Person/Title: Karen Flock, Manager

Telephone No.: 925.372.5700

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 500+

Total # of full-time company employees in California: 500+

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

CCG No.: ET05-0161

Reference No: 04-0339

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PRINT OR TYPE

Company: Bay Area Title Services

Address: 1870 Olympic Blvd, #200

City, State, Zip: Walnut Creek, CA 94596

Contact Person/Title: Sue Holt, President

Telephone No.: 925-947-0566

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 110

Total # of full-time company employees in California: 110

Company: Bay Business Credit Services

Address: 1460 Maria Lane

City, State, Zip: Walnut Creek, CA 94598

Contact Person/Title: Susan Quesenly, Office Manager

Telephone No.: 925.256.9003

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 40

Total # of full-time company employees in California: 40

Company: Dermatology Surgical Medical Group

Address: 1661 Soquel Drive, Building E

City, State, Zip: Santa Cruz, CA 95065

Contact Person/Title: Elaine Phillips, Supervisor

Telephone No.: 831.476.2444

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 15

Total # of full-time company employees in California: 15

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

CCG No.: ET05-0161

Reference No: 04-0339

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PRINT OR TYPE

Company: Digital Green

Address: 21 C Orinda Way #305

City, State, Zip: Orinda, CA 94563

Contact Person/Title: Jeremy Baird, Manager

Telephone No.: 888.801.4201

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 250

Total # of full-time company employees in California: 250

Company: Good Guys

Address: 1600 Harbor Bay Parkway

City, State, Zip: Alameda, CA 94502

Contact Person/Title: Dana King, Human Resources Managet

Telephone No.: 510.747.6000

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained or hired under this Agreement: 8

Total # of full-time company employees worldwide: 3000+

Total # of full-time company employees in California: 3000+

Company: In-Vision Communications, Inc.

Address: 1280 Civic Drive, 3rd Floor

City, State, Zip: Walnut Creek, CA 94596

Contact Person/Title: Valerie Hill, Manager

Telephone No.: 925.944-1211

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained or hired under this Agreement 3

Total # of full-time company employees worldwide: 42

Total # of full-time company employees in California: 42

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

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PRINT OR TYPE

Company: Keiser Permanente

Address: PO Box 12916

City, State, Zip: Oakland, CA 94604-3021

Contact Person/Title: Randy Wong, Supervisor

Telephone No.: 510.987.2426

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 1.000+

Total # of full-time company employees in California: 1,000+

Company: LAD Realty

Address: 9047 Soquel Drive

City, State, Zip: Aptos, CA 95003

Contact Person/Title: Greg Smith, Supervisor

Telephone No.: 831.688.1933

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 500+

Total # of full-time company employees in California: 500+

Company: MedAmerica Billing Services

Address: 1601 Cummins Drive, Suite D

City, State, Zip: Modesto, CA 95358

Contact Person/Title: Heather Gelsby, Supervisor

Telephone No.: 209.491.7700

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 6

Total # of full-time company employees worldwide: 200

Total # of full-time company employees in California: 200

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

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Company: North American Title Company

Address: 4255 Hopyard Road, #1

City, State, Zip: Pleasanton, CA 94588

Contact Person/Title: Lynn Andrews, Employment Verification

Telephone No.: 925.399.3000

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 500+

Total # of full-time company employees in California: 500+

Company: Providian Financial

Address: 4900 Johnson Drive

City, State, Zip: Pleasanton, CA 94588

Contact Person/Title: Grey West, Manager

Telephone No.: 925.416.5000

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 10

Total # of full-time company employees worldwide: 100

Total # of full-time company employees in California: 100

Company: ST. Rose Hospital

Address: 27200 Calaroga Avenue

City, State, Zip: Hayward, CA 94545

Contact Person/Title: Linda Veran, Supervisor

Telephone No.: 510.264.4000

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 100+

Total # of full-time company employees in California: 100+

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: WORLDWIDE EDUCATIONAL SERVICES

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Company: Systron / Donner

Address: 2700 Systron Drive

City, State, Zip: Concord, CA 94518

Contact Person/Title: Paul Quezada, Manager

Telephone No.: 925.682.6161

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 70

Total # of full-time company employees in California: 70

Company: Van Bourg, Weinberg, Roger & Rosenfeld

Address: 1800Grand Avenue, Suite 1400

City, State, Zip: Oakland, CA 94612

Contact Person/Title: Cheryl Latimer, Manager

Telephone No.: 510.839.6600

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 20

Total # of full-time company employees in California: 20

Company:

Address:

City, State, Zip:

Contact Person/Title:

Telephone No.:

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained or hired under this Agreement:

Total # of full-time company employees worldwide:

Total # of full-time company employees in California: